

**TO 56 Integrated Technical Architecture (ITA) Management
Architecture Management October 2001 SLA Metrics Report
(Deliverable 56.1.4k)**

**APPENDIX B
Detailed Metrics Based Service Target Report**

Service Level Metric Data

Service Level Metric 1.0

Response Time - High

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%		
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 1.1

Response Time - Medium

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 1.2

Response Time - Low

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%		
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 1.3

Service Reporting Delivery

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Service Reporting Delivery (day)													
Green Target (Calendar Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality	AD												
Color Trend		0	0	0	0	0	0	0	0	0	0	0	0

Current
Targets

7
8
9

Service Level Metric 1.4

Resolution Quality

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Resolution Quality (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 1.5

Help Desk Accuracy

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Accuracy %													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric Data

Color Trend	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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Help Desk Metric 1.6
Request Vol. (Info.Only)

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Number of Requests		7	10	8	7	4	6	5	12	7	2		
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality													
Color Trend		7	10	8	7	4	6	5	12	7	2	0	0

Current Targets
100
150
>150